

FIG. 1

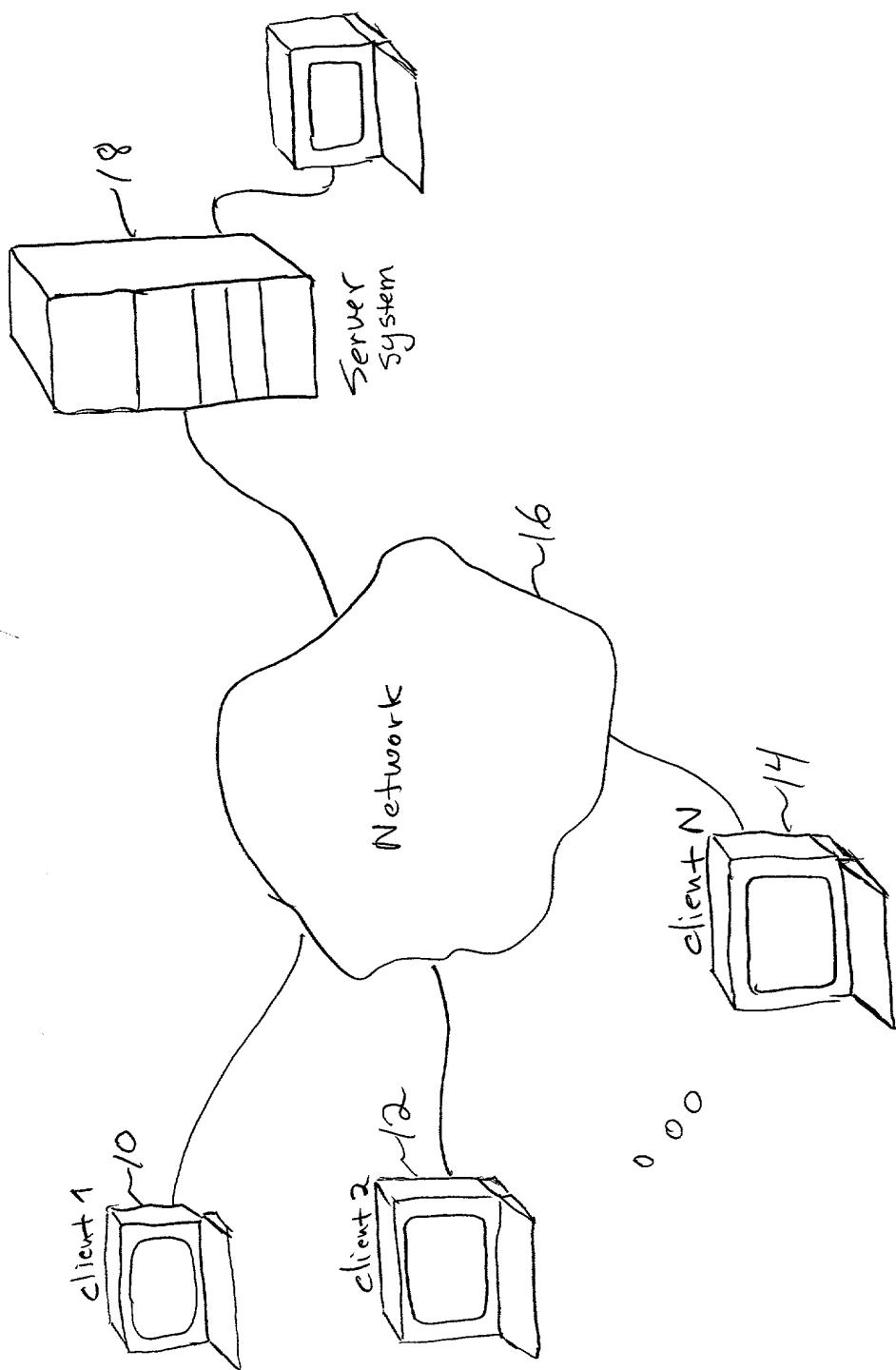


Fig. 2

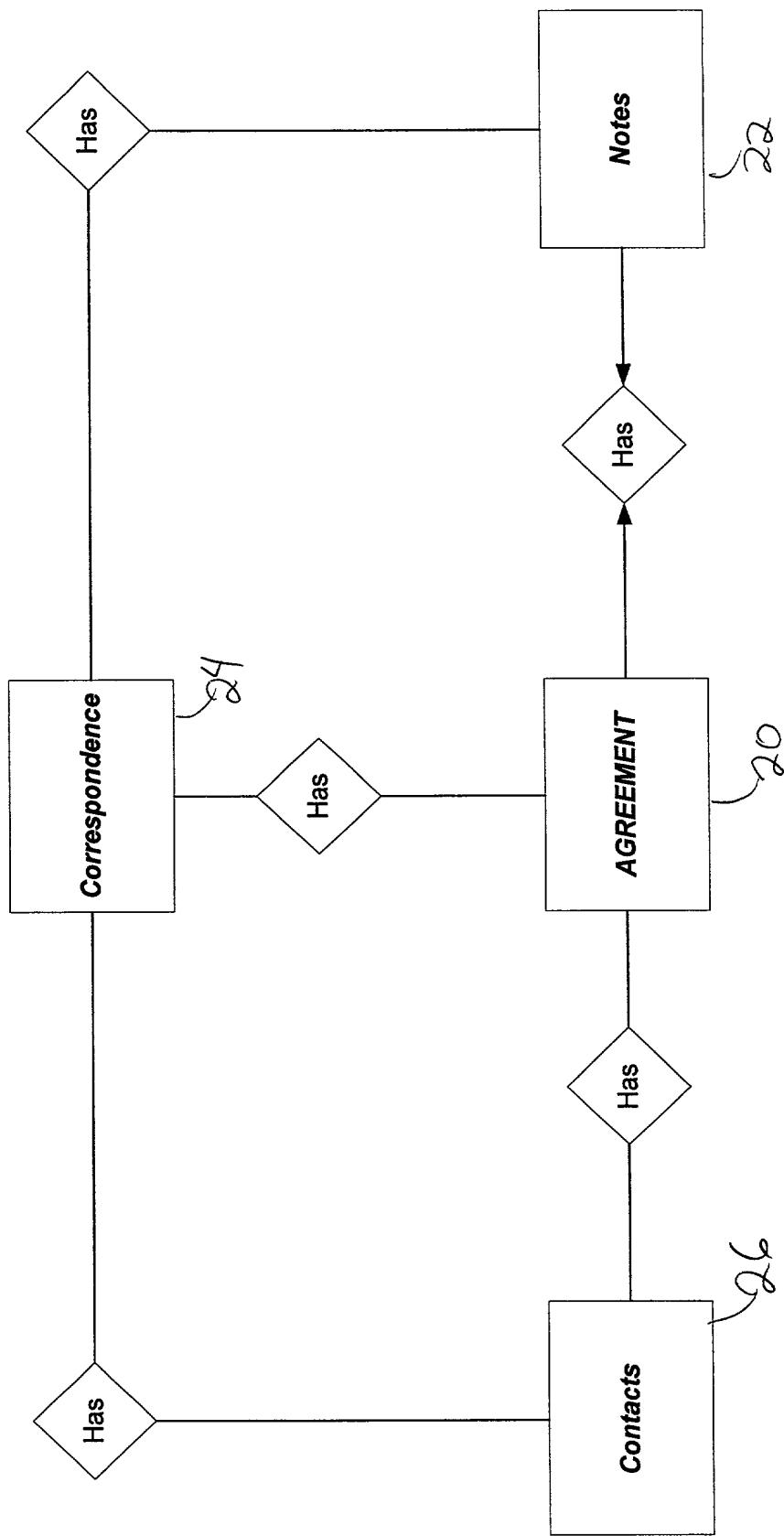
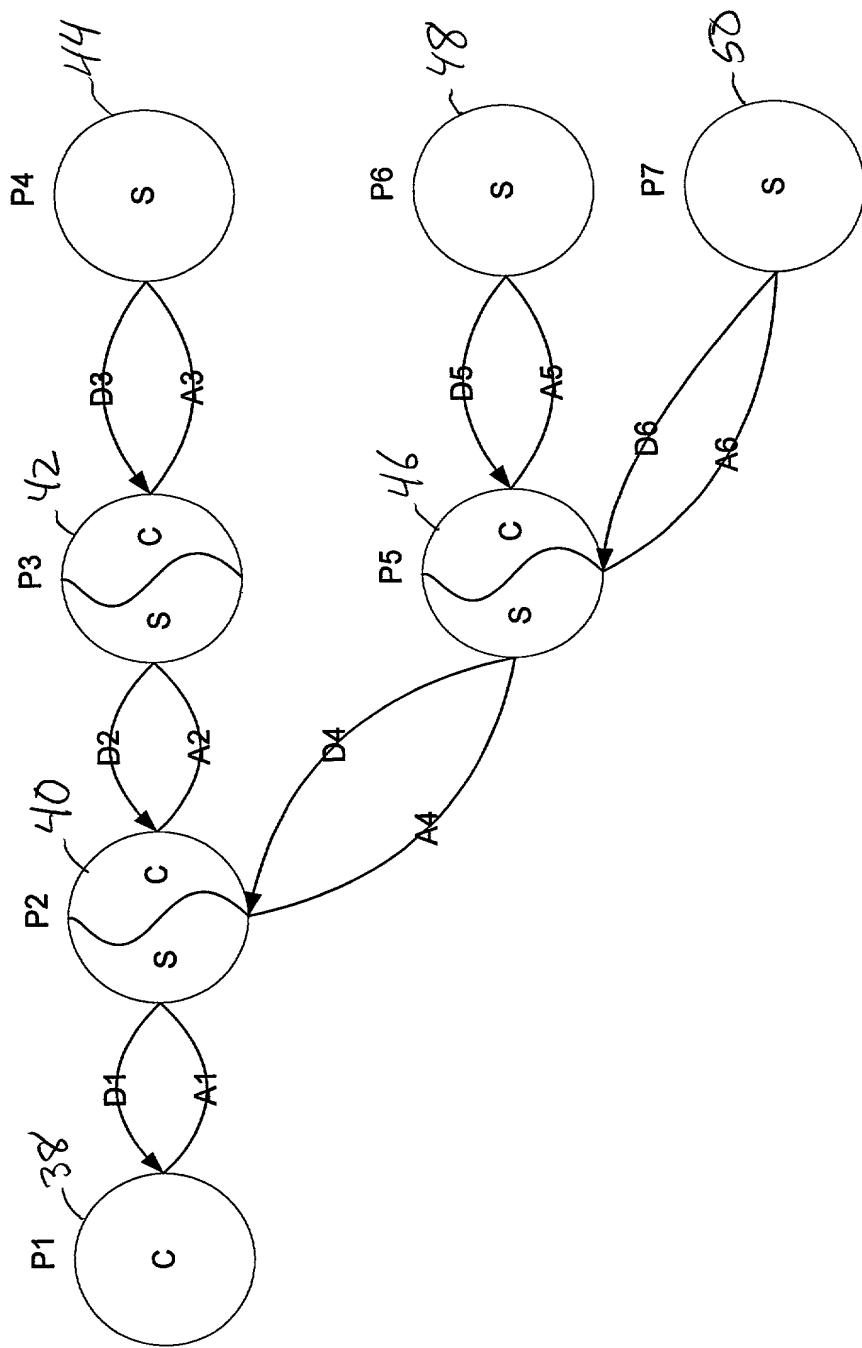
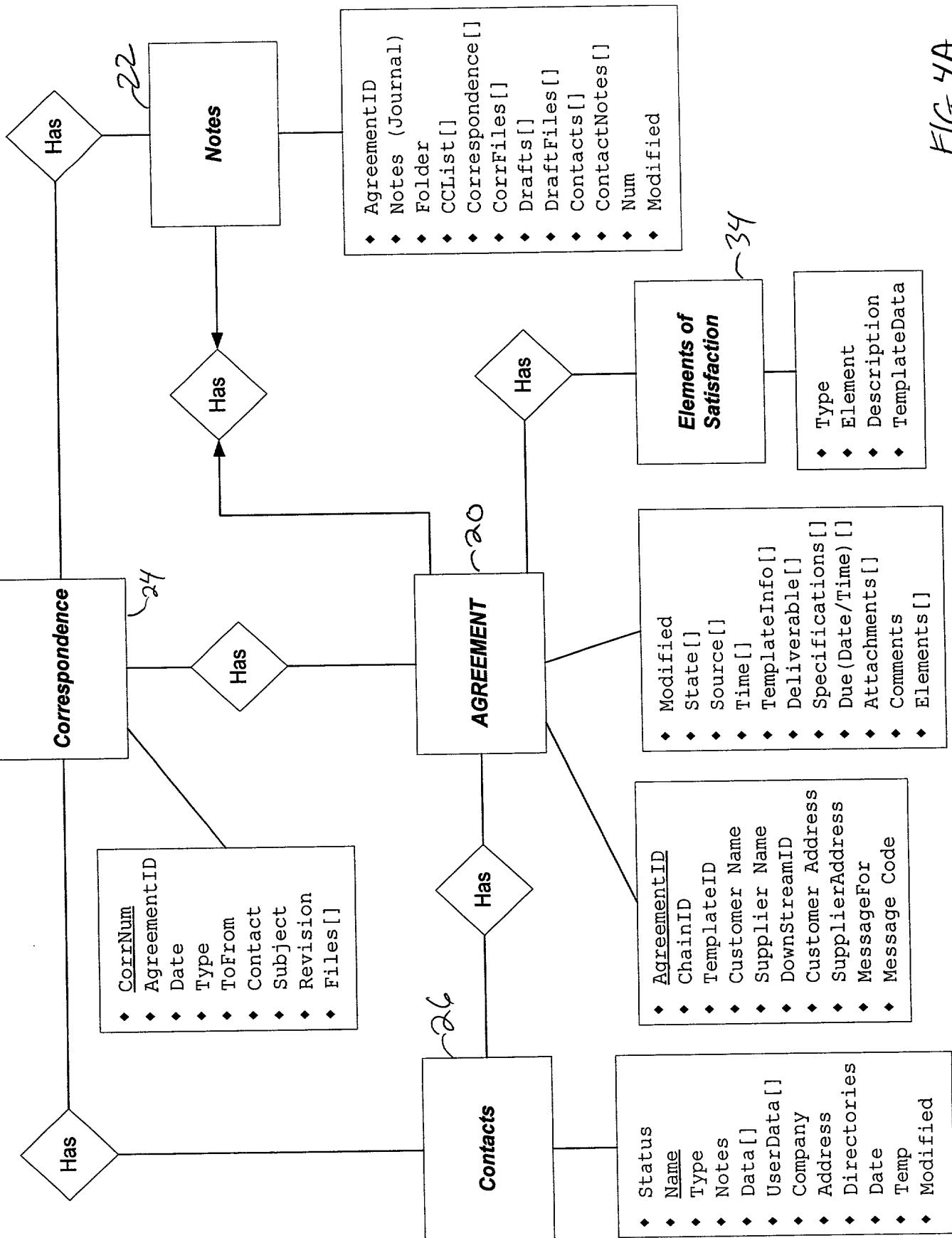


FIG. 3



File 4A



File 4A

Fig. 4B

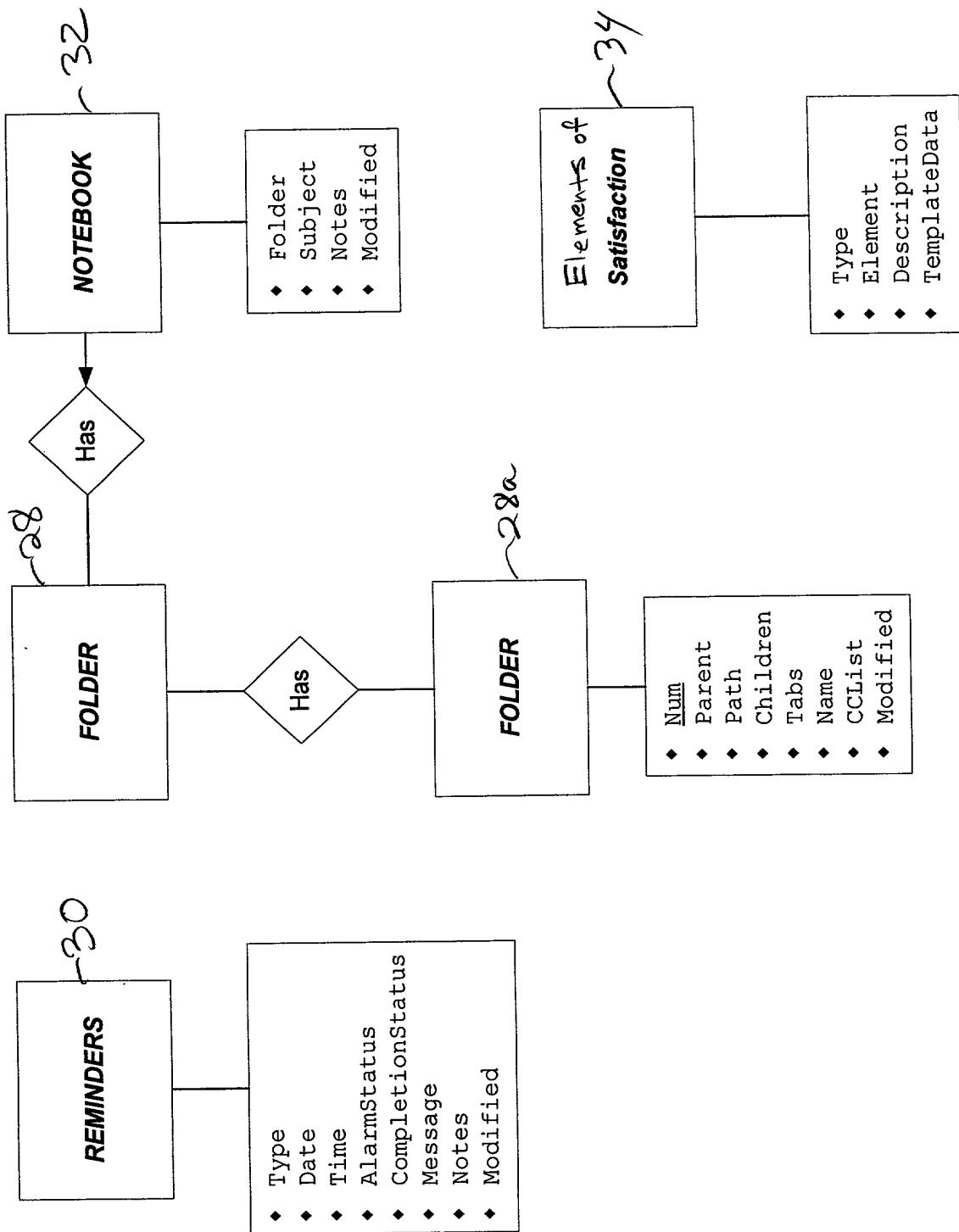
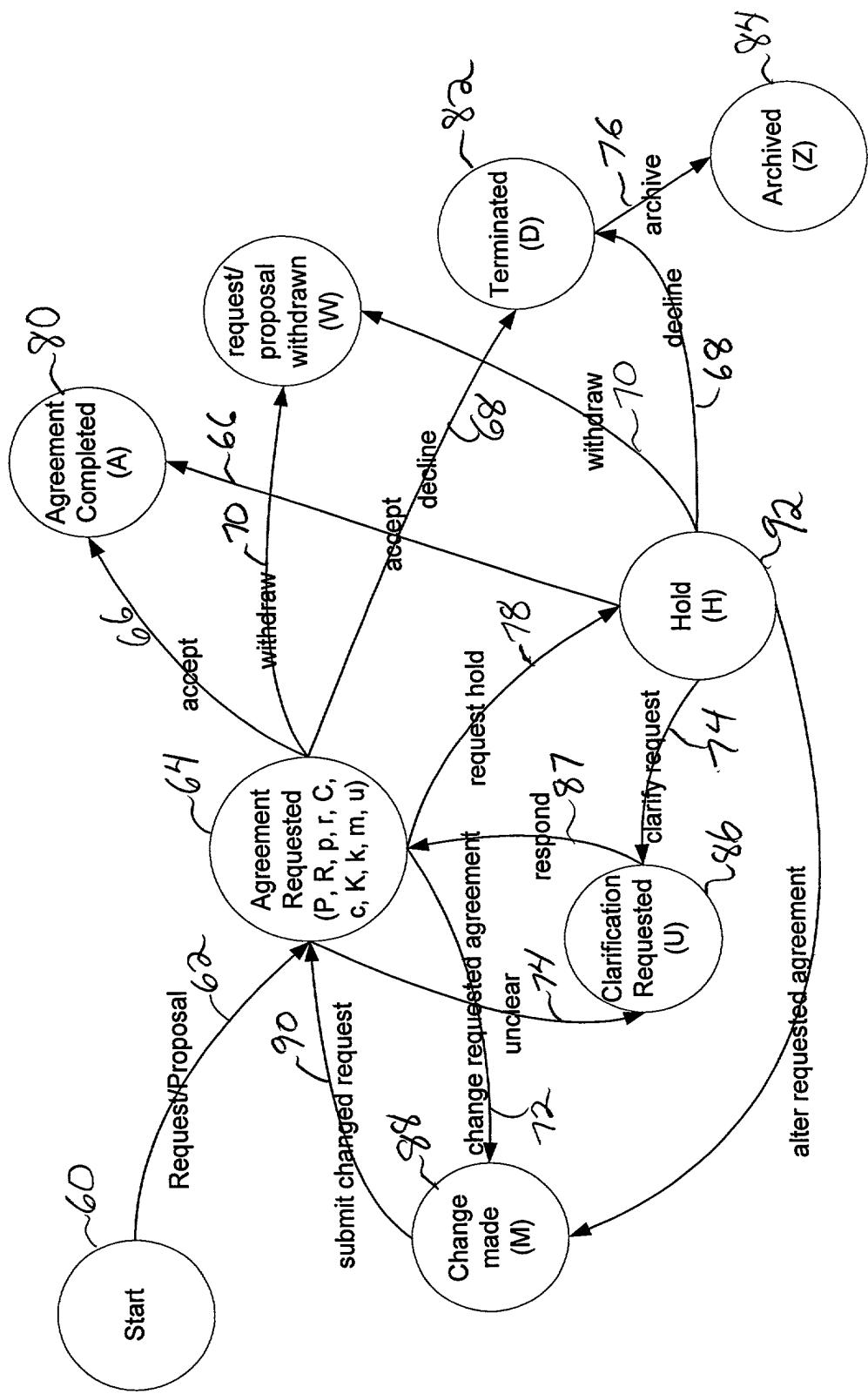


Fig. 5



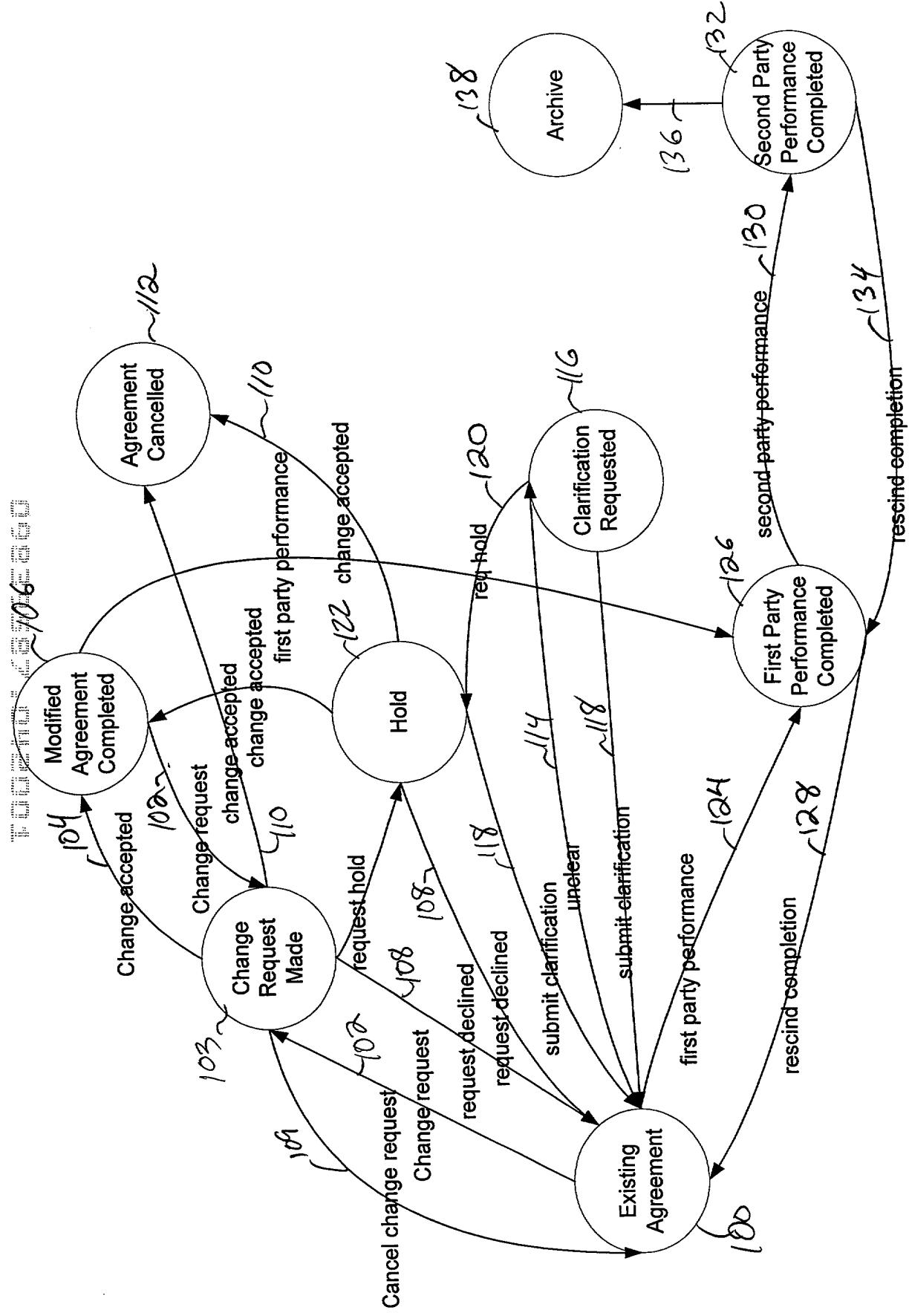


FIG. 6

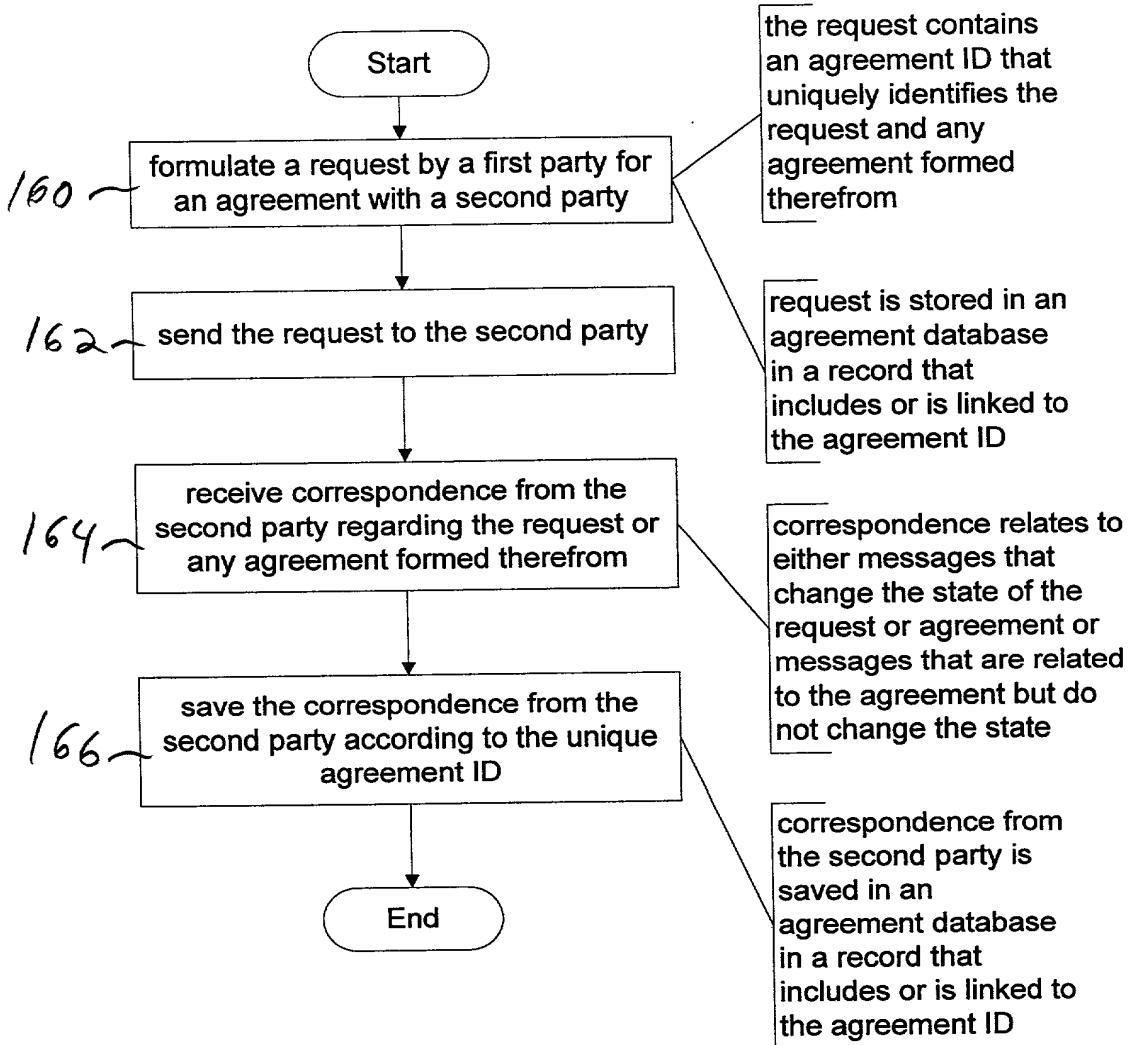


FIG. 7

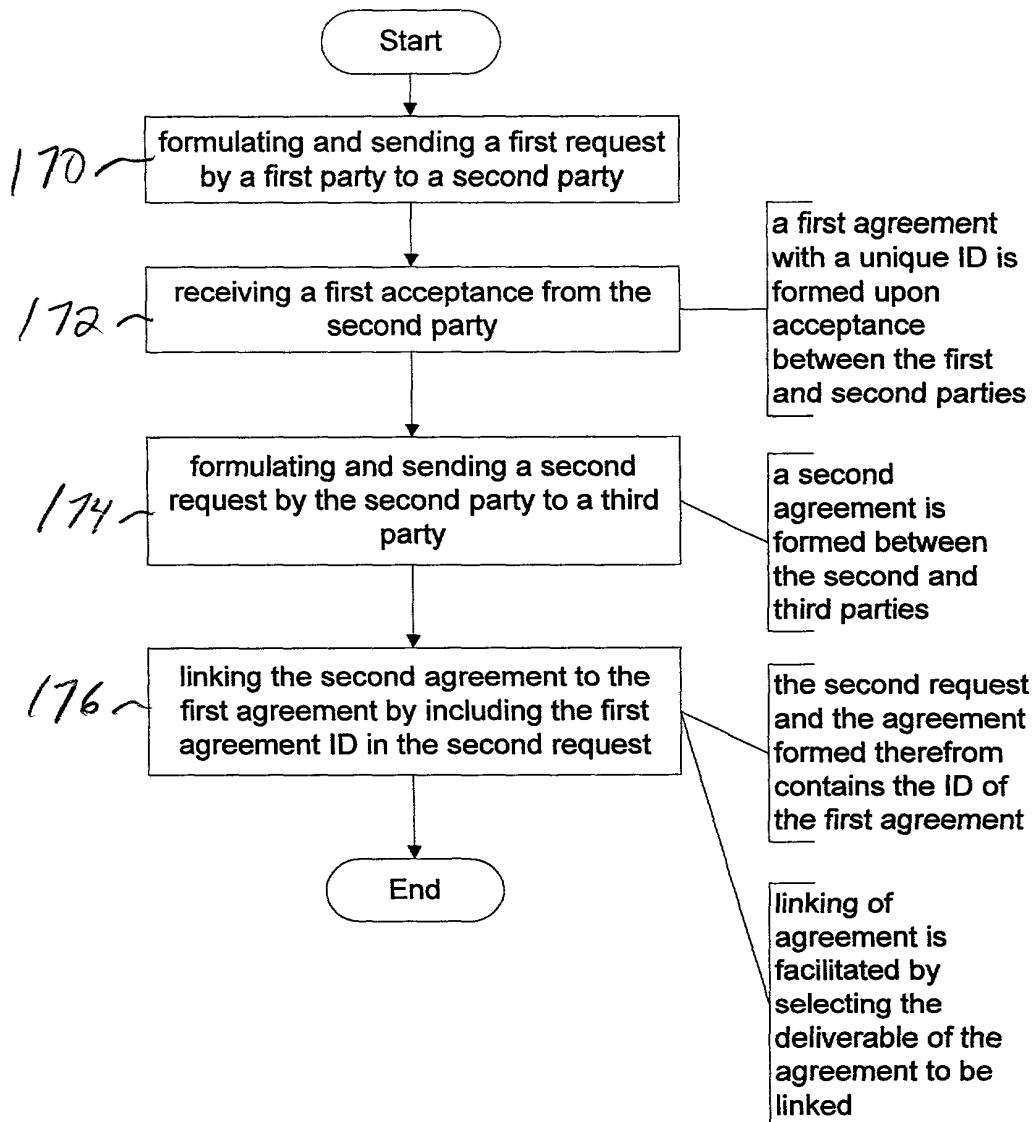


FIG. 8

NEW REQUEST / NEW PROPOSAL FORM

244

		New Agreement		
236 DONE	TRANSMISSION	App Request	01/12/00	Wednesday 2:11 pm
238 CLEAR ALL	CUSTOMER	You 200	SUPPLIERS	
240 Send	SUPPLIER	202		
	DELIVERABLE	204		
	DELIVERY METHODS	206		
	TEMPLATES	208		
	DUE DATE & TIME	242		
	ELEMENTS OF SATIS	On Time, Good Communication, Return Phone Calls		
	MESSAGE	212	246	
	FOLDER	216	CORRESPONDENCE	
	CC LIST	218	ACCESS	
	ATTACH TO CUSTOMER	224	222	220
	DS FOLDER	226	256	
	DS DELIVERABLE	228	258	
	DS DATE/TIME	230		
	REPEAT	232		
	PRIVATE NOTES	234		
			RESET SELECTION	
			SELECT ALL	
			DELETE SELECTED	
			ADD A GROUP...	
			SAVE THIS GROUP AS...	
			CONTACTS: S - C FIND	
			Aaron Davis Adam J. Kadleck Adeliza Aragon Adelyn Pena Ajit Gokhale Al Galeviz Al Garza Al Hollis Alan Frazer	

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FIG. 9A

A completed NEW REQUEST form is shown below.

RMS:New

DONE	TRANSMISSION	New Request	01/11/00	Tuesday	5:05 pm	SUPPLIERS	FIND	
CLEAR ALL	CUSTOMER	You	Steve Dewitt					
SEND	SUPPLIER	Steve Dewitt	Toshiba Statistics					
	DELIVERABLE	Monthly data with quarterly and annual totals for the past two years. Please use Excel.						
	SPECIFICATIONS							
	TIME PLATES ▾							
	DUE DATE & TIME	4/4/00	Tuesday	3:00 pm				
	ELEMENTS OF SATIS	On Time, Good Communication, Return Phone Calls						
	MESSAGE	Thanks for taking care of this. Let me know if you need any help getting the numbers from Team Toshiba.						
	FOLDER	Toshiba Production	CORRESPONDENCE	ACCESS		RESET SELECTION		
	CC LIST +	Marta Weinstein	CC: via E-Mail	Yes		SELECT ALL		
		Nicolette Kavanagh	BCC: via E-Mail	No		DELETE SELECTED		
	ATTACH TO CUSTOMER	▼ Murali Rengarajan				ADD A GROUP...		
	DS FOLDER	▼ XYZ Report				SAVE THIS GROUP AS...		
	DS DELIVERABLE	▼ Report XYZ				CONTACTS: S ▾ C FIND		
	DS DATE/TIME	8/12/00	Saturday	10:13 pm		Aaron Davis		
	REPEAT	▼				Adam J. Kadlec		
	PRIVATE NOTES	Tue, 1/11/00 @ 5:05 pm - Requested this deliverable following up on our phone conversation earlier today.				Adeliza Aragon		
						Adelyn Pena		
						Ajit Gokhale		
						Al Galeviz		
						Al Garza		
						Al Hollis		
						Alan Frazer		
						CONTACTS ▾ WINDOWS		

FIG. 9B

THE URGENTS VIEW

280 Good Morning Bob, these items require your immediate attention:

288 GO	STATUS	CONTACT	DELIVERABLE	FOLDER
Request	Celeste Baron	401K Revision	284	286 Unfiled Agreements
Request	Celeste Baron	Contribution To Employee Newsletter		Unfiled Agreements
Request	Steve Weinstein	Review Of Patent Law Firms		Unfiled Agreements
Proposal	Murrail Rangarajan	Requirements For AMS Design		Unfiled Agreements
Clarify?	Steve Weinstein	10% Raise		Unfiled Agreements
Counter	Steve Weinstein	Status Of AMS Specs		Unfiled Agreements
On Hold	Raj Muni	Review Of Annual Budget		Unfiled Agreements

290

292

Field or variable does not exist:

FIG. 10

THE REVIEW FORM

Request From Celeste Baron For Contribution To Employee Newsletter		304	
ACCEPT	TRANSMISSION TYPE <i>Request From Celeste</i>	TRANSMISSION DATE & TIME 02/01/00 Tue. 7:48 am	
	CUSTOMER Celeste Baron	RESPONSE TIME	STATE
UNCLEAR	SUPPLIER You	N/A	306 1/1
HOLD	DELIVERABLE Contribution To Employee Newsletter	ELEMENTS OF SATISFACTION Return Phone Calls Promptly Complete On Time	
DECLINE	SPECIFICATIONS Submit your article on the employee track and field day in a MS Word file. It should be about 300 words in length.	308	
	DUE DATE/TIME 02/01/00 Tuesday 3:00 pm	302	
	MESSAGE Bob, thanks for your help on this.		
	FOLDER Unfiled Agreements	CORRESPONDENCE	NEGOTIATIONS
	CC LIST None	310	314
	DS CUSTOMER n/a	312	316
	DS FOLDER n/a		
	DS DELIVERABLE n/a	318	
	DS DATE/TIME n/a		
	NOTES Tue. 2/1/00 @ 12:46 pm - First received Celeste's request. Tue. 2/1/00 @ 9:08 am - First received Celeste's request.	320 322 324	
CELESTE'S INFO WORK PHONE 650 208-4959		▼ E-MAIL	

FIG. 11

THE DELIVERABLE LIST VIEW

250 / 342 / 352 / 354 / 356 / 374

19 / 19 CONTACT				FOLDER	<input checked="" type="checkbox"/> EMBEDDED	SUPPLIER	STATUS	FIND	DOWN	CLEAR						
SELECT	344	▼ ALL	▼ ALL	▼ ALL	▼ ALL											
360	NEW	362	SHOW CHAIN	364	CHANGE REQUEST	366	HISTORY	368	SYNCH WITH SERVER	370	QUIT					
360	362	364	366	368	370	372	374	376	378	380	382	384	386	388	390	392
				DELIVERABLE					FOLDER							
				\$200					Cash Payments							
				\$200	346				348							
				\$200					Cash Payments							
				Contribution To Employee Newsletter					Unfiled Agreements							
				10% Raise					Unfiled Agreements							
				Requirements For AMS Design					Unfiled Agreements							
				401K Revision					Unfiled Agreements							
				Status Of AMS Specs					Unfiled Agreements							
				Review Of Annual Budget					Unfiled Agreements							
				Toshiba Statistics					Toshiba Production							
				Review Of Patent Law Firms					Unfiled Agreements							
				XYZ Report Data - Logistic					Logistic Internal							
				XYZ Report Data - Financial					XYZ Report							
				XYZ Report Data - Federal, State,					XYZ Report							
				XYZ Report Data - Operations					XYZ Report							
				XYZ Report Data - HR					XYZ Report							
				Report XYZ					XYZ Report							
				LOG Fri, 1/21/00 @ 11:25 am - Agreed to provide this report to Murraili. We had discussed my participation during this weeks op meeting.												
				MURRAILI'S INFO OFFICE PHONE (510) 498-7010												
				▼ NOTES	▼ PENDINGERS	▼ APPOINTMENTS	▼ E-MAIL	▼ DOCUMENTS	▼ CONTACTS	▼ WINDOWS						

FIG. 12

THE SHOW CHAIN FORM

400

442	CUSTOMER Supplier Deliverable Specific Actions			Murrali Rangarajan You Report XYZ Word Document	ELEMENTS OF SATISFACTION 95+ Quality / Non-Variability
362	DUE DATE / TIME FOLDER CONTACT NOTES			08/12/00 Saturday 10:13 pm XYZ Report Ajit Gokhale Celeste Baron Fri. 1/21/00 @ 11:25 am - Agreed to provide this report to Murrali. We had discussed my participation during this weeks op meeting.	CONFIDENCE NEGOTIATION BCC: via E-Mail Yes BCC: via E-Mail No
366	SYNCH WITH SERVER			OFFICE PHONE (510) 498-7010	
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FIG. 13

ELEMENTS OF CUSTOMER SATISFACTION FORM

428

Elements Of Customer Satisfaction

DONE	CURRENTLY SELECTED ELEMENTS OF CUSTOMER SATISFACTION	STANDARD ELEMENTS	ELEMENTS OF CUSTOMER SATISFACTION
442	ABC Report	420	426
TEMPLATES	424	434	436
SELECTED ELEMENT DESCRIPTION	Minimize Risk 430 This would be a descriptive line or two about the meaning of 'Minimize Risk'. 432		
	CLEAR ALL ADD A NEW ELEMENT DELETE SELECTED 438 440		

FIG. 14

ELEMENTS OF CUSTOMER SATISFACTION SCORE FORM

		CRM: Satisfaction Scores											
DONE	CUSTOMER	Murali Rangarajan											
	DELIVERABLE	Report XYZ											
REVIEW DATE/TIME	10/08/99	Friday	8:57 am	STATE	3 / 3								
SCORE	ELEMENT OF CUSTOMER SATISFACTION		0	10	20	30	40	50	60	70	80	90	100
	QUALITY / NON-VARIABILITY												
	95 (Provide consistent high quality product.)		Wonderful!										
CANCEL													
	DEPENDABILITY												
	92 (This would be a descriptive line or two about the meaning of 'Dependability')		Much better!										
	INFORMATION/COMMUNICATION												
	85 (Be accessible, provide complete information when requested, be knowledgeable.)		Thanks for your improvements in this area.										
	FOCUS ON CUSTOMER'S WANTS & NEEDS												
	90 (This would be a descriptive line or two about the meaning of 'Focus On Customer's Wants & Needs') No comment												
	COMMENT	You're doing good work!											
	<input style="width: 100px; height: 20px; margin-right: 10px;" type="button" value="< PREVIOUS"/> <input style="width: 100px; height: 20px;" type="button" value="NEXT >"/>												
	<input style="width: 100px; height: 20px; margin-right: 10px;" type="button" value="< NOTES"/> <input style="width: 100px; height: 20px; margin-right: 10px;" type="button" value="REMINDERS"/> <input style="width: 100px; height: 20px; margin-right: 10px;" type="button" value="APPOINTMENTS"/> <input style="width: 100px; height: 20px; margin-right: 10px;" type="button" value="EMAIL"/> <input style="width: 100px; height: 20px; margin-right: 10px;" type="button" value="DOCUMENTS"/> <input style="width: 100px; height: 20px; margin-right: 10px;" type="button" value="CONTACTS"/> <input style="width: 100px; height: 20px;" type="button" value="WINDOWS"/>												

FIG. 15

FOLDER SELECTOR FORM

DONE	AMS Ideas	
INSERT FOLDER	FOLDER HIERARCHY	
RENAME FOLDER	Desktop	
DELETE FOLDER	AMS	
FILL WINDOW	AMS Ideas	
	Panorama AMS	
	WebAMS	
	WebAMS Development	
	XYZ Report	
	Cash Payments	
	Cooky	
	Inyo	
	AMS Software Development	
	Allan & Jim	
	General Inyo Stuff	
	Inyo Legal	
	Leaser Reflections	
	FIND	
	CC LIST	Celeste Baron Murreli Rangarejan Raj Muni Steve Weinstein
	VIEW/MODIFY CC LIST	

FIG. 16

RECIPIENT LIST SELECTOR FORM

DONE	RECIPIENT	NEGOTIATIONS		CORRESPONDENCE			TRANSMISSION METHOD			SOURCE
		YES	NO	TO	CC	BCC	NONE	E-MAIL	FAX	
SAVE AS A GROUP	Celeste Baron	•		•			•			Folder
	Murrell Rangarejan	•		•			•			Folder
	Nicolette Kavanagh	•		•			•			Agreement
RESET	Raj Muni	•		•			•			Folder
	Steve Dewitt	•		•			•			Agreement
CLEAR ALL										
CANCEL										

RECIPIENT/GROUP NAME	DEFINITION ALIAS	DEFINITION
		<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
		DEFAULT <input type="checkbox"/> TO <input checked="" type="checkbox"/> CC <input type="checkbox"/> BCC <input type="checkbox"/> NONE
		DEFAULT <input checked="" type="checkbox"/> E-MAIL <input type="checkbox"/> FAX <input type="checkbox"/> PRINT

FIG. 17

E-MAIL FORM

AMS:EMail

SEND NOW	TO Amad Doratotaj + CC Celeste Baron Raj Muni CC \$200
SEND LATER	DELIVERABLE DUE DATE/TIME ▾ 1/31/00 Monday 12:00 am
ATTACH FILE	ATTACHMENTS
CANCEL	SUBJECT MESSAGE

▼ E-MAIL ▼ CONTACTS ▼ WINDOWS

FIG. 18

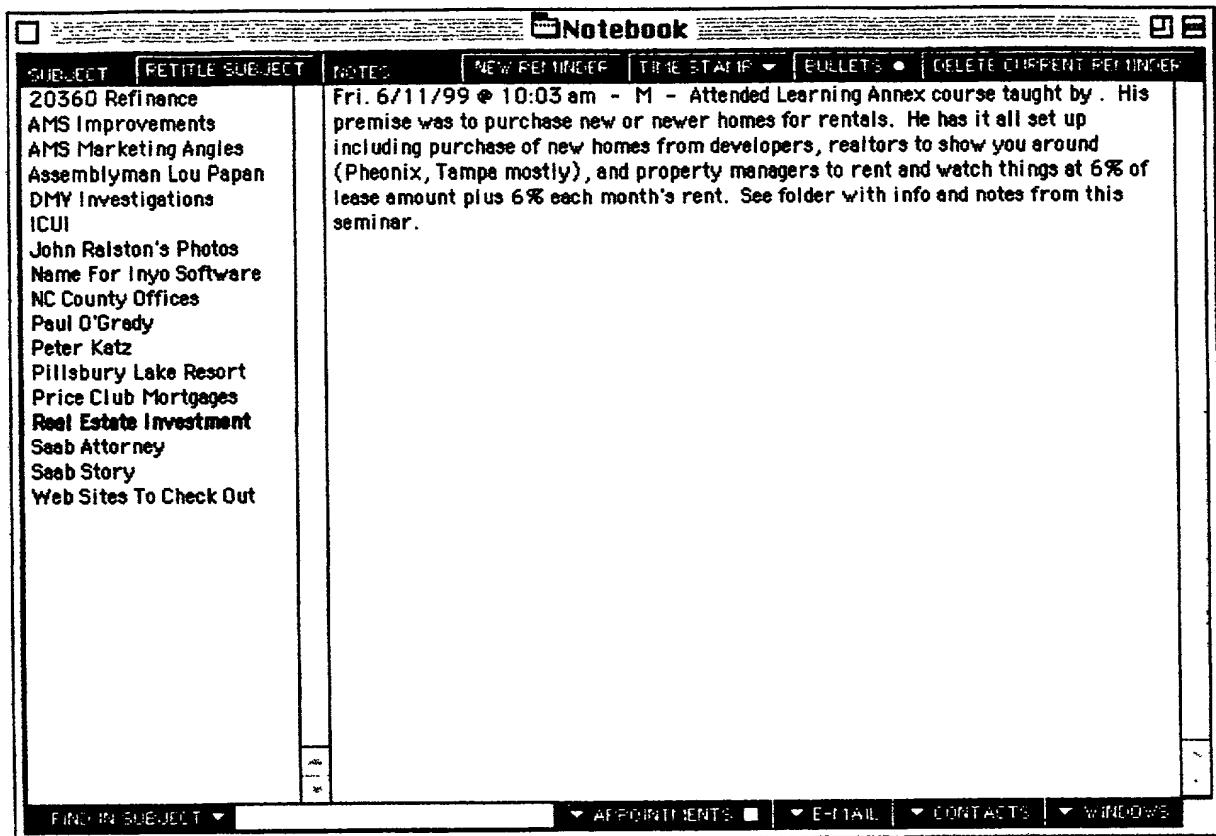


FIG. 19